

Collaboration, Communities, Well-being and Information System

**Abdul Rahman Bin Ahmad Dahlan
Muhd Rosydi Bin Muhammad**



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ABSTRACT

The Malaysia National Library (PNM) was established in 1966 as a unit of the National Archives of Malaysia. Today PNM is under the Ministry of Information, Communications and Culture. PNM plays a significant role in collecting, processing, disseminating, storing and utilizing knowledge. This role is parallel with the aspiration of Malaysia government to inculcate a knowledge culture in the development of Malaysia and to promote a reading culture among Malaysians. So far, PNM does not really have a system in managing their knowledge. This paper tries to propose a Knowledge Management (KM) model that suits with PNM environment, which later could be used in fully applying and implementing KM in PNM. By having KM, the contributions of PNM can be further enhanced towards the creation and development of critical talents and human capital in Malaysia's strategy to become a high-income, knowledge-intensive and innovation-led economy by 2020. This KM system, proposed to be based on the Quadruple Helix Model collaboration as stated by Agensi Inovasi Malaysia (AIM) in "Innovating Malaysia", encourage open innovation ecosystem and the fostering of knowledge sharing and learning between firms, public, research institutions and universities. According to AIM, the conformist approach of "we know everthing" has become history, especially with the advent of ICT and the adoption and acceptance of Open Innovation model.